

1 POS USE

POLICIES

The POS System Administrator will provide 24-hour, 7-day-a-week POS user support via pager to Sellers and Terminal Agents.

POS system security will be maintained with controlled levels of access and the use of unique user ID's and passwords.

A back-up computer processor (the Hot Spare,) will be in place and available in the event a Regional Processor becomes unavailable.

This section provides users with basic information about the Point of Sale system (POS), including:

- Passwords
- Getting Help
- Using the Hot Spare

Quick instructions on what to do if POS stops working are available on the POS Quick Reference Flow Chart. POS data entry instructions are available in the *POS User's Manual*.

1.1 PASSWORDS

As a security measure, every WSF employee with POS access has a unique POS ID's and passwords. POS passwords are numbers between 6 and 32 digits long. A new password cannot be the same as any of the employee's previous passwords.

POS is comprised of regional processors and a headquarters processor containing the Hot Spare. POS processors do not share password information. Therefore, when an employee changes his or her password it must be changed on the Regional Processor in use and the Hot Spare.

When an employee begins work on a different Regional Processor, the password is initially set to a default password. Employees must change the default password to his or her current password immediately.

If a Seller forgets his or her password and cannot sign on to POS:

1. Seller immediately calls on-duty terminal Agent and reports the situation and begins to sell off-line. For instructions, see *Section 6.2.2*.
2. On-duty Terminal Agent contacts POS System Administrator (see *Section 1.2.3*). If no Agent is on-duty, Seller calls POS System Administrator directly.
3. POS System Administrator assigns Seller a default password, which provides POS access.
4. Seller changes the default password to a personal password immediately. The new password cannot be identical to a previous password. See the *POS User's Manual* for instructions on changing POS passwords.



Remember, password must be changed on the Hot Spare when it is changed on a Regional Processor.

1.2 GETTING HELP

The POS System Administrator and staff provide POS support for problems that are beyond the scope of every day troubleshooting. This section includes the following information.

- Seller Help
- Agent Help
- Calling the POS Administrator

The POS Quick Reference Flow Chart provides quick instructions on what to do when POS goes off-line.



Do not reboot a POS device unless directed to do so by the POS System Administrator.

1.2.1 SELLER HELP

If POS becomes inoperable while a Seller is entering sales data:

1. Seller completes the current transaction using off-line sales techniques. See the POS Quick Reference Flow Chart or *Section 6.2.3 POS Becomes Inoperable During Seller Shift* for further instructions.
 2. Seller calls on-duty Terminal Agent and reports the problem.
 3. Terminal Agent, if unable to resolve the problem, contacts POS System Administrator.
 4. If no Agent is on duty, Seller calls the POS System Administrator directly.
-

1.2.2 AGENT HELP

Terminal Agents call the POS System Administrator if:

- POS is not operable or is not responding.
- Agent cannot perform reconciliation.
- Any piece of POS equipment at the terminal is not operable.

Terminal Agent instructions for specific problems are listed below.

If All POS Terminals Are Inoperable

Terminal Agent contacts the POS System Administrator.

If One POS Terminal Is Inoperable

Others POS devices are operational.

1. Terminal Agent moves Seller to another POS device.
 2. Agent contacts POS System Administrator.
-

If Seller is “Kicked Off” the POS System

1. Terminal Agent instructs the Seller to sign back on to POS.
 2. If Seller is unable to do so, Agent contacts POS System Administrator.
 3. POS System Administrator directs Agent what to do next.
-

1.2.3 CALLING THE POS ADMINISTRATOR

The Terminal Agent collects the following information before contacting the POS System Administrator:

- Number of inoperable devices.
- Identify Toll Booth(s) with problem device(s).

To contact the POS System Administrator:

1. Page POS Support at (206) 996-8548.
 2. Enter phone number at which the call should be returned, followed by “#”.
-

1.3 USING THE HOT SPARE

The Hot Spare (back-up processor) is available to provide POS functions if a Regional Processor becomes inoperable. This includes:

- Seller Instructions for using the Hot Spare.
 - Agent Instructions if the Hot Spare has been used during the sales day.
-

1.3.1 SELLER INSTRUCTIONS

Sellers do not connect to the Hot Spare unless directed to do so by the POS System Administrator, either directly or through the Terminal Agent.

Instructions for logging on to the Hot Spare are available in the Reference Cards under *Connecting to the Hot Spare*. (Seller's Hot Spare password should be the same as for the Regional Processor. See *Section 1.1.*)

After logging on:

1. Seller selects SALES mode and POS defaults to INITIAL DECLARE. Seller enters information from Initial Declare Report or Modified Initial Declare Report, whichever is current. (See *Section 2.2.2* for further instructions on Initial Declare and Modified Initial Declare.)
2. Seller enters sales data into POS as usual.
3. When the Regional Processor is available again, POS displays a message *or* the Terminal Agent or POS System Administrator notifies the Seller.
4. As soon as possible, Seller signs off the Hot Spare and signs back on to the Regional Processor.

1.3.2 AGENT INSTRUCTIONS

If a Seller uses the Hot Spare during a sales day the Terminal Agent waits to reconcile that Seller's remittance until after POS processor reconciliation occurs. This is because:

- POS processor reconciliation (sometimes referred to as "nightly processing") combines sales data entered on the Hot Spare and the Regional Processor to create a complete set of sales records.
- If a Seller uses the Hot Spare during a sales day some (or all) of that Seller's sales data will be recorded on the Hot Spare.
- The Terminal Agent requires a complete record of a Seller's sales data to reconcile the Seller's remittance.